



2024-2025 Parent Handbook

This handbook has been created as a reference guide for you. It contains vital information and policies about our enrichment programs. Please take time to read the whole handbook so that you can partner with us in creating a safe, rewarding experience for your child

Madison Gustafson, Licensed Site Director	Alex Durham, Executive Director
madison@voyageryouth.org	alex@voyageryouth.org
940-368-6530	970-318-1218

Physical Address: 280 North Cora St. Ridgway, CO 81432
 Mailing Address: PO Box 709 Ridgway, CO 81432
general@voyageryouth.org
www.voyageryouth.org
 Enrollment Forms: <https://app.enrollsy.com/enroll/voyager-youth-program/>

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1.1 Mission

Voyager Youth Program Inspires Youth to Lead Healthy Lives.

1.2 Introduction

Our Care and Learning Philosophies define how we support children and families. Many of the items discussed are inherent to childcare and early education basics. The philosophies illustrate our ideals, our current priorities, and a road map for growth and improvement.

1.3 Care Philosophy

- Respect each individual child.
- Nurture the whole child - emotionally, physically, cognitively.
- Provide an atmosphere of care and routine that children can predict and trust.
- Provide responsive caregiving to all children by noticing and responding to a child's signals in a timely and appropriate manner.
- Ensure that staff are well versed in supporting the needs of children within the age range of their classroom by setting age appropriate expectations.
- Strive for Continuity of Care in the community by keeping groups of children together during school breaks and when they enter preschool.
- Build positive relationships between all children, families, and teachers.

1.4 Learning Philosophy

- Parents are a child's first and best teacher. Our role is to assist parents in this critical work.
- Support children in constructing their own knowledge based on their unique interests, strengths, curiosities, and skills.
- Provide an environment where children are actively guided through social and emotional skill development.
- Apply the Pyramid Model of learning: respect children's processes of learning and provide positive direction, guidance and support when needed.
- Provide intentionally planned small group work and dynamic learning environments.
- Embed daily routines and rituals in the classroom so children are able to anticipate what their time at school will be like.
- Clearly define teachers' roles to provide transparency and accountability between staff and families.
- Promote collaborative and holistic learning by engaging children, parents, and teachers in the process.
- Use reflective practices to review and improve programs on an ongoing basis.
- Use teachers' observations, documentation, and reflective practices to inform curriculum planning and developmentally appropriate activities with support from Bright Futures for Children and the State of Colorado
- Actively engage teachers in current research to enhance the quality of care. Support teachers in developing their expertise and skill sets for working with age groups they are most passionate about.
- Nurture the Care and Learning Philosophy within the Voyager community to provide consistent language, classroom environments, and support for all children.

2.1 Hours of Operation

Ridgway After School Enrichment: Monday-Thursday 3:00pm-5:30pm

Ouray After School Enrichment: Monday-Thursday 3:45pm-5:30pm

Summer Enrichment Program: Monday-Thursday 8:00am-5:30pm

Summer Preschool Program: Monday-Thursday 8:00am-5:00pm

2.2 Planned Closures

- May 27th-May 31st (Summer Staff Training)
- July 1-4 (Mid Summer Break & 4th of July)
- August 26th-September 2nd (After School Planning, Summer Cleaning)
- Thanksgiving Day
- Christmas and New Years (December 23-January 2nd)

2.3 Registration and Admission Policy

Each year it is necessary for families to re-enroll. Enrollment forms must be completed using our [online registration system](#) and received one week in advance to attend programming. Students are only enrolled upon the final review from the licensed child care director at Voyager. Enrollment paperwork is valid for one year, then must be completed again to obtain updated records from families participating. Current families and Ouray County Residents have first priority over open classroom positions.

Paperwork and payments must be completed, approved, and accepted in advance of first day including:

- Enrollment Form
- Contact Authorization Form
- Permission and Authorization Form
- Behavior Contract and Signed Parent Handbook
- Certification of Immunization
- Statement of Health Status Form

2.4 Dismissal from Program Policy

Voyager Youth Program also retains the right to terminate child care arrangements immediately for the following reasons:

- Failure to comply with the policies of Voyager Youth Program
- Failure to comply with the Behavior Agreement and Parent Handbook
- Failure to show up for 5 days in a row without any communication.
- Failure to complete required forms and register in advance for programming.
- Inability to meet the child's needs without additional staff.
- If guardian(s) knowingly brings their child ill.
- Guardian disagreement regarding care of child

2.5 Sign In and Out

Your child must be signed in and out each day through a paper sign out sheet. This sign in/out process will allow our staff to know exactly who is in the center at all times. Staff are required to make sure that the parent/guardian signs their child(ren) in and out every day. Staff will also be required to take a "roll count" of where children are at mid-morning and mid-afternoon to ensure that all children (signed-in for that day or period of time) are accounted for. Staff will check the sign in/out sheet at the end of every day to ensure all children have been picked up and signed out properly.

2.6 Pick-Up

To ensure the safety of your child, only you or your designate(s) may pick up your child. Phoning in to let the staff know someone other than you will be picking up your child is acceptable if they have proper identification. If you are later than 15 minutes after the pick-up time, we charge \$1 per 1 minute, payable

upon arrival directly to the staff member that is waiting with your child. At the end of the center's hours, if a child is not picked up and the parent/guardian and/or none of the alternates can be reached, we will contact the local police and they will page the social worker on call.

2.7 Absences and Tardiness

Summer Programming:

Voyager Staff should be notified of all children who are to be absent or tardy. Parents/guardians must call in before 9 am the day the child will be late/absent. To be eligible for a full refund you must inform the Program Director **2 weeks prior to the cancellation date**. Any cancellation after the two weeks will not be eligible for a refund. Refunds will be *considered, not guaranteed* for illness or family emergencies. Refunds for Summer Enrichment will be returned to the credit card registered on your Enrollsy account.

After School Programming:

You must inform Voyager Staff before 1:00pm the day of to get a refund. If your child is not registered in advance it will be assumed they will not be in attendance. Last minute registrations (past 2:15) will not be accepted. It is understood that emergencies happen, Voyager will not leave a child behind at school and it is the parent's responsibility to pay at time of pickup. Refunds for After School Enrichment will be returned to the credit card registered on your Enrollsy account.

2.8 Guests and Visitors

We welcome guests and visitors to our facility with the following guidelines:

- We ask guests/visitors to arrange their visit with the director prior to their arrival. This allows the director to adjust the daily schedule as needed to minimize class and activity interruptions. Guests will be given a "visitor" badge to wear.
- We require all guests/visitors to check in with the front desk or director on site and receive a visitor badge before being allowed to observe the children.
- All guests and visitors must complete the "Guests and Visitors Sign In/Out Sheet"
- Parent(s)/guardian(s) are welcome to drop in and visit anytime with no prior arrangement necessary. However, we do ask that you check in with the director.
- Any visitor causing interruptions or disruption in the center will be asked to leave immediately.

2.9 Classroom Ratios

Voyager Youth Program follows state licensing rules and regulations regarding classroom ratios. Classroom ratios are always posted in each classroom. Below are current Colorado State licensing requirements for Voyager Youth Program:

Ages of Children	Number of Staff
3 Years to 4 Years	1 staff to 8 children
5 Year to 7 Years	1 staff to 10 children
8 Years to 11 Years	1 staff to 10 children

3.1 Field Trips and Special Activities

Parent(s)/guardian(s) will be notified before any field trip and a permission slip will need to be signed. Qualified staff according to child/adult ratios will accompany the group on foot or authorized vehicle. When a child is not allowed to go, or arrives late to the academy and their class/group is away, he/she will stay at the school with a qualified staff member or another class/group. Voyager Staff follow careful safety protocols to ensure that trips go smoothly and children have a happy experience. During swimming activities, a swimming supervisor with a current American Red Cross Lifeguard Training Certification

will be present. If a child arrives at the site after we have left for a field trip, you can choose to transport them directly to the field site to meet us. It is also possible for children to be picked up at field sites when necessary. Please communicate these needs directly to the Program Director to arrange these special circumstances.

3.1a Transportation

Voyager Youth Program will transport children enrolled in kindergarten through fifth grade. All children are required to wear seat belts at all times and appropriate ratios will be maintained. Qualified staff will meet and adhere to state and local driving laws at all times. If road conditions have deteriorated, we will not offer transportation. Any scheduled field trips requiring transportation will be canceled and participants will stay at the center. All parents will be notified.

3.2 Supplies

Parents are responsible (as appropriate for child) for supplying:

- A healthy lunch and nutritious snacks
- A water bottle, at least 16 oz. size or camelback.
- Closed-toed shoes that are designed for physical activity (i.e. NO flip-flops, sandals, high-heels, or ballet flats), with the exception of pool days
- A rain jacket, in case it rains.
- A bathing suit and towel for swim day
- A backpack
- An extra layer for warmth (small fleece) or weather appropriate gear
- Hat and sunglasses
- Sunscreen approved and labeled with last name
- Fidgets, if necessary for child to concentrate on
- If your child has frequent accidents, please ensure you pack extra clothes for them to change into. If your child runs out of clothes; parents will be notified and required to bring extra clothes for their child.

3.3 Toys

Voyager Youth Program provides a wide variety of manipulatives and asks that no toys be brought to Voyager from home. Anything brought will be put up safely until the child is picked up. This policy is for the concern of all children in our care. Often children have a hard time sharing the toys they bring from home, they may have unsafe pieces on them, are not properly sanitized, etc.

3.4 Electronic Devices and Personal Belongings

We do not allow electronic devices such as cell phones, smart watches, tablets or other personal use items to be carried by students. Please leave these items home: Gum, candy, and soda pop, Gaming devices of any kind, Items of value (jewelry, etc.), Money (all costs are covered by the program), Weapons, Fireworks.

3.5 Video Policy

Voyager occasionally offers G and PG movies. Parents must indicate on the enrollment form whether they give their child permission to watch movies. Alternative options will be provided to the child or group if permission is not granted.

3.6 Lost and Found

While the Voyager Youth Program is not responsible for lost items, we also know that children sometimes lose things, especially in the midst of adventures. Please be sure to label your child's belongings wherever

possible. Staff ask participants to account for their things at transition times throughout the day. We collect lost items and will let parents know if we have found something via email or text.

4.1 Cleanliness/Hygiene

Highest efforts are made to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals as well as when coming in from outside and after toileting. Beginning at preschool age, washable nap mats are used. Each child has a separate nap mat with a sheet and blanket. These are washed daily. Toys are sanitized daily. Professional cleaners are hired to deep clean the facility on a regular basis.

4.2 Meals

Parents must provide lunch and snacks for full day programming at Voyager. Voyager will provide one healthy snack per day for children that meet the USDA standards. No junk food or sugary drinks will be given to students as a meal or snack. Snacks will include one bar or portion sufficient for the size of the child. For sufficient food for your child's growth and development please visit the [USDA website](#) to plan properly for your child.

4.3 Nap/Quiet Time

All Preschool aged children in care more than 4 hours and under the age of 5 are required to lie down for a nap/quiet time each day for at least 30 minutes. Children are not forced to sleep, but they must lie down quietly. Please make arrangements to pick up your child before or after nap time so as not to disturb sleeping children. Thank you for your cooperation!

4.4 Child Illness

Children must be healthy enough to participate in the program's daily routine. We do not have the facilities to care for sick children and therefore do not allow them to attend our programs. For the safety and comfort of your child, please keep them home until they feel better and no longer present the danger of passing on their illness. Your child should not attend if they are not feeling well enough to participate in our daily activities (i.e. a child wanting to sleep all day, lay on the couch and watch TV, etc.)

Health department regulations prohibit the admittance of any child into a center who exhibits any of the following symptoms:

- Fever (100°f or higher) – child needs to be fever free for 24 hours without the aid of medication
- Diarrhea – child must be symptom free for 24 hours without the aid of medication
- Vomiting – child must be symptom free for 24 hours without the aid of medication
- Runny nose with colored discharge –check with doctor
- Rash – check with doctor
- Discharge from eyes or ears
- Lice – child needs to be treated and nits removed and medically cleared by a physician before returning
- Communicable diseases – chicken pox, measles, mumps, conjunctivitis (pink eye), influenza, Covid, etc.

Voyager Youth Program reserves the right to refuse to care for a sick child. If your child develops any of the above symptoms while in care, you or your alternate will be required to pick up your child immediately. If the child is not picked up within an hour of being notified, a \$5-for-every-15-minutes-or-portion-thereof charge may be assessed. Your child may return to care 24 hours AFTER symptoms of illness end. This means if your child is sent home with a fever, diarrhea or vomiting, they cannot return until they have been symptom free for 24 hours without the aid of medications. If there is an uptick of illness in the school or community, each school can increase the time away requirement to better protect children, staff and families. Voyager is responsible for the health and well-being of many children,

so health department regulations will be closely followed and the child illness policies as described above will be strictly enforced.

4.5 Medication

If your child is on antibiotics he/she continues to be contagious for 24 hours after the first dose of medication and cannot return to the academy until this time period has passed. A parent/guardian should administer all prescription and over-the-counter medications. It is acceptable for a parent to come to the academy to administer medication. Exceptions can be made for children with chronic conditions for which emergency medical treatment may be necessary (ex: asthma inhalers or allergy epi-pens). These medications must be authorized by the parent and the healthcare provider, be labeled with the child's name, be accompanied with clear and concise use instructions, and will be kept secure in the director's office. In addition to a prescription, a state required medication form must be filled out by the physician and kept on file. This special form can be acquired through the staff at the reception desk. **ALL MEDICATION MUST BE BROUGHT IN THE ORIGINAL LABELED CONTAINER.** A log will be kept in the child's file recording the use and delivery of such medication. Because the administration of medication requires extra staff time and safety considerations, parents/guardians should check with their health care provider to see if a dosage schedule can be arranged that does not involve the hours the child is in school. Whenever possible, the first dose of medication should be given at home, to allow parents/guardians to observe if the child has any type of reaction. If medication must be given during school hours, only properly trained and certified staff members will be allowed to administer medications as per Colorado State childcare licensing rules and regulations. Although we do not provide special services for children with disabilities at this time, we are in compliance with the Americans with Disabilities Act, and will make "readily achievable accommodations" for all children with disabilities.

4.6 Medical and Other Emergencies

Every effort to keep your children safe through supervision and childproofing is made, but minor bumps and scrapes are inevitable. Minor injuries will receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted immediately. If we are unable to contact either parent, the emergency contact as supplied by the parent will be informed. If necessary, your child will be transported by ambulance to the nearest hospital. Parents are responsible for costs involved in emergency medical treatment, including transportation if required.

In cases of emergency, staff will immediately call 911 and then parents/guardians next. In cases of non-emergency care, children will be taken to the Mountain Medical Center located at 295 Sherman St. in Ridgway unless parents arrive first and choose to sign their child out and transport them elsewhere. In the event of a lost child, the Executive Director will be contacted immediately. Additional staff members will be provided to search for the lost child. The child's parents/guardians and appropriate authorities will be notified when necessary.

In the case of a natural disaster, the established plan of action will be taken which includes prompt notification of parents/guardians, the main facility and local authorities. Emergency transportation will be provided as available with staff or company vehicles at the appropriate sites. Children will be transported to Ridgway Town Hall in event of a disaster if Voyager is deemed unsafe.

In the case of a security danger or environmental danger on the program, the established plan of action will be taken which includes prompt notification of parents/guardians, the administrative staff, and local authorities. Emergency transportation will always be available at all locations, trailheads, and park entrances.

In the case of an active shooter or emergency on property, children will take shelter in place in designated areas. Parents will be notified and local authorities will evacuate the children. Children will then be

transported to the 4-H Center for reunification. Parents will **not** be allowed to pick their children up at Voyager and must pick their children up at the 4-H Center.

In case of an emergency in which the Voyager Basecamp is deemed unsafe, parents will be notified to pick-up students at the Ridgway Town Hall.

4.7 Immunization Policy

Children must have proof of current immunization before they begin attending Voyager Youth Program. Vaccinations are required in the licensed childcare setting. Vaccinations must be updated annually. If we do not receive your updated, annually vaccinations, Voyager cannot allow your child to participate. If there is a medical, religious, or personal reason for not obtaining vaccinations or for using an alternative vaccination schedule, Voyager is required to have an exemption form on file. Waivers may be obtained from the [CDPHE website](#). In the case of a disease outbreak, all children whose vaccinations are not up to date with regard to that specific disease will not be allowed to attend school, but may return to school when the outbreak is over as directed by the health department. Please note exemption forms expire annually on June 30th, this must be completed before your child attends any summer programming.

5.1 Discipline and Guidance

Discipline and guidance present learning opportunities, utilizing positive reinforcement, the Pyramid model and choices to instruct children on self-control. The Pyramid Model provides multiple levels of support for adults and children to ensure the program is committed to helping children positively develop socially and emotionally. Negative behaviors that hinder the safety, health and well being of the child, other children or staff will not be tolerated. With respect to individual differences, we view behavior as communication and seek to teach children how to regulate their own behavior, follow rules, solve problems, recognize emotions in themselves and others, and build friendships. If a child cannot or refuses to resolve the problem, parents will be contacted, and the child may need to go home, depending on the situation. Staff will exercise judgment based on available information since each child's needs are unique. The disciplinary approach is guided by core beliefs, aiming to personalize procedures and help students understand the consequences of their actions. Families will be involved in a systematic process for identifying the child's needs and implementing strategies to teach new skills and replacement behaviors. If behavior persists, the child may be subject to a one to three day suspension period.

5.2 Program Expectations

Voyager Youth Program's outdoor enrichment programs are designed to enrich the lives of all participants. We expect all participants of our programs to ensure a safe environment that promotes only risk-free behavior. We select experienced staff and continually train to sharpen our skills at handling the behavioral challenges that can arise in a group setting. We offer opportunities for students to learn from their actions and provide opportunities within the group to correct behaviors and ask for forgiveness from those that they have impacted.

5.2 a General Rules

Voyager Youth Program front loads each program by having every student discuss and agree to our program philosophy and group agreement:

- Treat everyone and everything around you with respect and kindness.
- Clean up after yourself and participate in group clean-up.
- Ask for permission before leaving the room or group.
- Respect others' physical space.

- Keep your hands to yourself.
- Solve conflicts by talking to each other directly.
- Absolutely NO bullying.

5.2b Field Trip Rules

- Stay with the group at all times.
- Treat guides, bus drivers, and other special helpers with respect.
- Follow all safety rules on the bus.

5.2 c Pool Rules

- Only get in the water when staff gives permission.
- Do not run in the pool area.
- Do not dunk or splash others.
- In order to swim in the deep section, you have to pass a swim test.
- Follow all the rules of the pool facility and its life guards.

5.3 Damages

It is expected that your child will be respectful of all property and furnishings. A certain amount of “wear and tear” is normal, but if your child intentionally damages property through destructive behavior or roughness, you will be liable for 100% of the replacement costs. This reimbursement will be due with your next monthly payment.

5.4 Parent and Staff Conferences

If you have any questions or concerns about your child or the development of your child please feel free to reach out to the Program Director or Executive Director at any time. Staff will always be available to have a conference with you about your child. If your child is unable to comply with behavior expectations, a parent conference will be scheduled to discuss the next steps.

6.1 Blizzards/Power Outages

In the event of a blizzard or power outages, there are flashlights located in the kitchen. If the power remains out for some time, there are non-perishables located in the kitchen that will be served. If the weather is inclement and the center is getting too cold for the children, you will be called to pick up your child.

6.2 Inclement Weather

When the weather is excessively hot (above 100 degrees) or too cold (24 degrees or below) or raining, we will stay indoors and do other physically active games. Children should wear layers of loose-fitting, lightweight clothing. Outer garments, such as coats, should be tightly woven and be at least water repellent when rain or snow is present. Children should wear a hat, coat, gloves/mittens kept snug at the wrist, and snow boots.

Teachers will check children’s extremities for normal color and warmth at least every 15 minutes.

Our staff understands that our decision to open, close or delay opening during inclement weather often disrupts family schedules. We also understand that our children are better served – academically, emotionally and socially – by being in school or daycare. But, as always, our top priority is the safety of our children and staff, so the decision to close or delay opening is not an easy one. The process is complex and involves many people.

Please understand that we make the decision to open or close the center in bad weather based on a careful analysis of all relevant factors, including:

- Information on road conditions from transportation staff and from local law enforcement and road crews
- Amount of snow and/or ice accumulated
- Whether precipitation will continue throughout the day
- Temperature and wind chill
- Weather predictions (including those from a weather alert service)
- Storm timing, trajectory and projection
- Building conditions (such as whether our building's electricity, water availability, and/or heat service is disrupted)
- Parking lot conditions

Generally, Voyager will be closed or delayed for inclement weather when local school districts and government are both closed or delayed. Please call us for the most up-to-date information in each unique situation: 940-368-6530.

6.3 Sunscreen and Safety

The Colorado sun is unforgiving! Please apply sunscreen to your child prior to arrival at the program in the morning, especially if your child has sensitive skin. In the Enrollment Packet parents may give Voyager Youth Program permission to apply sunscreen whenever there will be outdoor activities. Here, we will outline the type of sunscreen used. We are required to make sure that all children are protected under the sun. If you do not grant permission for Voyager to apply sunscreen, children must bring their own to apply throughout the day, or have a note from a physician. If the child is over the age of 4 they are able to apply the sunscreen themselves. Staff take precautions to keep children from getting burned. If your child has severely sensitive skin, and requires special limits on their exposure to the sun, please let us know. If inclement weather occurs the program will change and the outdoor based activity will be canceled. The children will shift to an indoor based activity until the weather passes.

Children will be protected from the sun between the hours of 10:00 am and 4:00 pm. Protective measures include using shade; sun-protective clothing such as hats and sunglasses; and sunscreen with UV-B and UV-A ray sun protection factor 15 or higher. Children will have access to clean, sanitary water at all times, including prolonged periods of physical activity, and be encouraged to drink water during periods of prolonged physical activity.

6.4 Loss of Water

The facility must close operation if the following occurs:

- There is no weather available for drinking or hand washing
- Food cannot be safely prepared and served
- Proper cleaning and sanitizing cannot be achieved
- The water interruption has made safe operation of the facility impossible

7.1 Child Abuse/Neglect

It is the law and the school's responsibility to report any and all abuse or neglect suspected on a child. Children's Protective Services and the Ouray County Sheriff's Department will be notified when it appears that a child is being physically, sexually or emotionally abused, neglected or exploited.

7.2 Filing a Complaint

If you have any concerns or complaints about our program, staff, or decisions regarding your child, please speak with our Licensed Child Care Director - Madison Gustafson at (940) 368-6530. If the complaint is with our Licensed Child Care Director, please reach out to the Executive Director through the email: alex@voyageryouth.org or (970) 318-1218. Formal complaints about Voyager Youth Program or any

child care facility may be addressed to the following agency: Colorado Department of Human Services, 1575 Sherman Street, Denver, Co 80203-1714 or 1-800-799-5876.

8.1 Volunteers

The use of experts in the field to offer their insights and expertise is a core part of our program. This introduces students to experts and community members that are active in the community. It is our policy that any volunteer on our programs does not count as an additional staff member, and will always be accompanied by staff when in the presence of registered students. Students will never be left alone with any adult volunteer, unless in the case of a life-threatening emergency.

9.1 Program Purpose and Goals

Voyager Youth Program is an organization devoted to nature-based education and youth development. All of our programs have a primary focus. All of our programs are designed to accomplish three main goals:

- **Skills:** Develop age-appropriate skills that will inspire confidence and encourage participants to embrace a positive, healthy lifestyle;
- **Outdoor Adventure:** focus on physically active outdoor pursuits that youth may not be able to access without the help of Voyager Youth Program;
- **Relationships:** improve a sense of connection and belonging among youth through relationship development with peers and adults in a safe, supportive environment. Voyager staff use positive guidance strategies and are trained in the Pyramid Model.

9.1a General Schedule

Each day the children will participate in a host of activities. Prior to signing up for our programs, you will have the option to see the topics, based on the offerings on our website. Schedules vary based on the program offered. Please note activities on the calendar are subject to change. Most activities are based on what the community offers and some cancellations are out of our control. Please look at the schedule before you enroll your child to ensure the activity is appropriate for their abilities.

9.2 Fees and Payments

Program Type	Cost
After School Enrichment	\$10/day
Full Day Care (During School & Summer)	\$50/day
Summer Preschool Program	\$60/day

9.3 Financial Aid

Voyager offers need-based financial aid to families who make under \$75,000 and accepts CCCAP. Our registration system allows families to set up payment plans. Families must fill out this financial aid form prior to registration to receive appropriate promo codes. [Link to Financial Aid Form.](#)

9.4 Refunds

Summer Programming:

To be eligible for a full refund you must inform the Program Director **2 weeks prior to the cancellation date**. Any cancellation after the two weeks will not be eligible for a refund. Refunds will be *considered, not guaranteed* for illness or family emergencies. Refunds for Summer Enrichment will be returned to the credit card registered on your Enrollsy account.

After School Programming:

You must inform Voyager Staff before 2:00pm the day of to get a refund. Refunds for After School Enrichment will be returned to the credit card registered on your Enrollsy account.

9.5 Pick Up and Drop Off

- Drop off your child at Voyager Youth Program, 280 N Cora, between the hours of **8am - 9:30am**. If you are late or need assistance to arrive before or after these hours, please communicate at least a day in advance, so we can accommodate your needs.
- Pickup will occur between the hours of 4:00-5:30 pm for school age children and 3:00-5:00pm for preschool aged children

*We have found that children adjust more easily to the childcare program if they attend regularly and also arrive and depart at the same time each day. Children who arrive significantly after 9:30 a.m. miss the opportunity to ease into the morning with their peers and teachers on a common schedule. In addition, children arriving late may interrupt the flow and structure of the morning, which the teachers work hard to establish. Of course, we understand the common complications of daily life but we appreciate every effort being made to have your child present by 9:30 am each day of attendance. If a child arrives late and the Voyager's are off site, a staff member will walk the child over to the group and ensure the child is properly integrated into the activity.

9.6 Donations and Fundraising Programs

Voyager Youth Program is a tax exempt, 501(c)(3) nonprofit organization. We are able to provide high quality childcare services to our families because of the generous financial support and in-kind donations we receive from current and previously enrolled families and grandparents, local businesses, foundations, corporations, city, state, and federal government agencies, and community members. We are committed to maintaining this level of philanthropic support to provide high quality, accessible, early care and education programs and ensure that the children of Voyager receive all of the resources necessary to grow and thrive.

10.1 Staff Qualifications

Voyager Youth Program strives to hire experienced, highly qualified staff who love to be with kids to conduct all Voyager Youth Program activities. All staff undergo criminal and civil background checks and participate in training that further their skills at group/risk management and program design/delivery, and their knowledge of child development. All program staff are trained in CPR, First Aid, Universal Precautions, Positive Guidance Strategies, Positive Youth Development, and Social Emotional Learning.

11.1 Americans with Disabilities (ADA) Act

The ADA requires that child care providers not discriminate against persons with disabilities on the basis of disability, that is, that they provide children and parents with disabilities with an equal opportunity to participate in the child care center's programs and services.

- Voyager will not exclude children with disabilities from programs unless their presence would pose a *direct threat* to the health or safety of others or require a *fundamental alteration* of the program.
- Voyager will make *reasonable modifications* to our policies and practices to integrate children, parents, and guardians with disabilities into programs unless doing so would constitute a *fundamental alteration*.
- Voyager will provide appropriate auxiliary aids and services needed for *effective communication* with children with disabilities, when doing so would not constitute an *undue burden*.
- Voyager will make our facilities accessible to persons with disabilities. Existing facilities are subject to the *readily achievable* standard for barrier removal, while newly constructed facilities and any altered portions of existing facilities must be *fully accessible*.